



Staffordshire Police - Role Profile

Front Counter Officer

Grade/Rank:	E
Directorate:	Contact and Response
Reports to:	Front Counter Manager
Direct Reports:	N/A

Role Purpose

The post holder will be operating in the dynamic area of Contact Services as first point of contact requiring effective communication skills to be able to deal with face to face contact.

Key Tasks and Responsibilities:

- The post holder will be responsible for providing a professional and quality service to members of the public. The role will also involve working alongside other agencies understanding their capabilities to ensure customer satisfaction at first point of contact. This will require excellent communication skills to enable meaningful and effective contact across the whole community.
- The post holder will need the ability to prioritise situations and the requirement to make effective decisions is key.
- The post holder will have the ability to be customer focused ensuring a consistent quality service is delivered. Contact Services is at the forefront of communications within the Force and the person appointed will require creativity, resilience and an ability to balance and meet competing demand whilst working as part of a team.
- The post holder will be required to travel to other work locations within the Force area.

And to be accountable for: (ie responsibilities held by others but measured and owned by this role)

- Registration of Sexual Offenders and completion of relevant paperwork.
- Administration of vehicle seizures under S165
- Provide the relevant services in respect of HORTs and Producers
- Accept and process Non Molestation Orders in STORM / Niche
- Accept and process Stalking and Harassment orders
- Use of STORM for incident creation, application of THRIVE and adherence to grading policy.
- Provide the relevant Registration of Bail Signers and notify any breaches
- Registration and Storage of Passports in relation to Football Banning Orders
- Facilitate paperwork for Pedlars Certificate Applications
- Facilitate Found Property handed in at the Front Desk
- Detained property - includes firearms surrender, weapons and drugs

- Provide checks for Prohibition Notices and issue relevant paperwork



Behaviours

The Behavioural Competency Framework (BCF) has six competencies that are clustered into three groups. Under each competency are six levels that show what behaviours will look like in practice.

This role should be operating at the following levels:

Resolute, compassionate and committed

We are emotionally aware	Valuing Diversity	1b
	Managing Sensitivities/Political Savvy	1b
We take ownership	Customer Service	1b
	Maintaining Accuracy/Sustainable Working	1b

Inclusive, enabling and visionary leadership

We are collaborative	Partner Working	1b
	Managing Complexity/Strategic Planning	1b
We deliver, support and inspire	(self) Leadership	1b
	Supporting Colleagues/Coaching & Mentoring	1b

Intelligent, creative and informed policing

We analyse critically	Problem Solving	1b
	Situational Judgement	1b
We are innovative and open-minded	Continuous Improvement	1b
	Futurology	1b

Education, Qualifications and Experience

Essential:

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Desirable:

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Skills Matrix (See Skills Matrix)

Essential:

- Experience of dealing with members of the public, ideally in challenging situations and can evidence effective listening skills and self control techniques to keep emotions under control, remaining calm and not appearing to become irritable or anxious in stressful and difficult situations.

Desirable

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<ul style="list-style-type: none"> • Experience of real time receiving and inputting data demonstrating effective keyboard skills, ideally gained within a customer services/call centre environment. • Experience of inputting and retrieving information using Windows based applications, including intranet and email, ensuring records and entries are recorded in a timely and accurate manner. • Experience of working as part of a team and can demonstrate the ability to build effective working relationships with members of own and other teams. • Experience of problem solving and decision making demonstrating the ability to identify the issue(s), use information effectively to consider the options and implement the solution. 				
Leadership Passport Level	Practitioner s & Team Leaders	1 st Line Mngrs	2 nd Line Mngrs	Senior Mngrs
	1	2	3	4

* Indicates that training will be provided as part of the role in this skill

CPD Requirements

<ul style="list-style-type: none"> •

Professional Registration/Licences

<ul style="list-style-type: none"> •

Special Conditions

Own car for business use	Yes
Higher level vetting required	No
Requirement to wear Uniform	Yes
Requirement for post entry training	No



Fixed Hours	Yes, Monday to Friday 9-5				
Weekend/ Bank Holiday working	No				
Shift allowance	No				
Fixed term or temporary role	No				
Politically Restricted	No				
On call/standby rota	No				
Flexitime Role	No				
Notice Period	1 week	28 Days	1 month	3 months	

Agile Profile (See Agile Matrix)

Desk	Confidentiality	Systems & Email	Telephony	Paper	Hours
4	5	4	3	5	1